

Important – Eligibility to be considered for a concealed leak remission requires all criteria listed below to be met:

The leak occurred in the pipe work servicing the property to the initial connection point of the dwelling or building.
The Property Owner had no reasonable knowledge of the leak's immediate existence, as the leak was difficult to locate with little or no visual evidence of the leak.
The leak was not within a dwelling or building on the property, or the result of vandalism or a leak in a private Offline Water Main.
The property on which the leak has occurred has not have been subject to development excavation or construction within the previous six (6) months
The leak was repaired within one (1) month of identification/notification of the leak.
Original documented evidence from a plumber is attached i.e. plumber's invoice or plumber's report showing that the leak has been repaired.
A financial adjustment for the property has not been given in the previous three (3) years.
This application has been made within three (3) months of the leak being repaired by a licensed plumber.

Section 1 - Applicant Details

Mobile:					
Not-For-Profit Organisation (Please provide appropriate documentation supporting Not-for-Profit Status)					
Telephone: (07) 4761 5300 Facsimile: (07) 4761 5344 Email: mail@charterstowers.qld.gov.au <u>www.charterstowers.qld.gov.au</u> Page 1 of 4					



Section 2 – Details of the Leak (please include additional pages as required)

Section 3 - Location of property - where leak occurred

Property Address:

Postcode												
Customer F	Referenc	e Numbe	r (Locate	ed top rig	Iht hand	corner o	f Rates N	Noti	ce):			
ls this prop	perty par	rt of a Co	ommunit	y Title S	cheme?		□ Ye	s		No		
Date Leak	Repair	ed:										
Meter Rea	iding or	n Date o	f Repaiı	:								
Refe	r Sectioı	n 6 on pa	nge 4 for	instruct	tions on	how to l	ocate ar	nd r	ead y	our wa	ater me	ter.



Section 4 – Plumber Details	
Business / Plumber's Name:	
Plumber's License Number:	Contact Number:
Description of the work performed:	
Section 5 – Declaration	
I/We correct.	believe that the above information is
Signature of Applicant	Date:

Privacy Collection Notice:

The information collected on this form will be used by the Charters Towers Regional Council for the purpose of processing and assessment of your application. Your personal details will not be disclosed for a purpose outside of Council protocol, except where required by legislation (including the Right to Information Act 2009 and Information Privacy Act 2009). This information will be stored on Council's database. The information collected will be retained as required by the Public Records Act 2002.



Section 6 – Water Meters

The location and type of water meter differs across the Charters Towers Regional Council area.

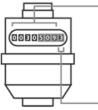
Water meters are above, at, or below ground level with a plastic or metal lid marked 'water meter'. Your water meter is usually located towards the front of your property, near either the left or right boundary.

If you are unable to locate your water meter, please contact Council on 4761 5300 or email <u>mail@charterstowers.qld.gov.au</u>.

Every house has its own individual water meter. In duplexes, group or strata titled properties, there may be only one meter servicing some or all of the dwellings. Your water meter registers all water used at your property and is read by Charters Towers Regional Council. The water you use is shown as water consumption on your water account or summary.

How to read your water meter

There are a range of different meters in use, but with each model the black numbers register kilolitres (kL) (these are used for billing) and the red numbers register litres.



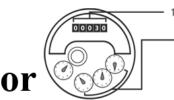
Numbers only meter

 Day one, record all numbers that you see here. Note the time of day.
 Day two, repeat step 1. Conduct this reading at

the same time as you did reading on day one.

 3 Subtract the numbers recorded on day one from day two. This is your household's
 daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.



Numbers and clock meter

 Day one, record all numbers that you see here. Secondly, record numbers found here. Record

 the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day.

Both steps should provide you with a number similar to the diagram example 00030509.

- 2 Day two, repeat step one. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

PO Box 189 CHARTERS TOWERS QLD 4820 Administration: 12 Mosman Street ABN 67 731 313 583 Document **F022016 GR ECM DOC#724540** Version: 4, Version Date: 15/07/2024